EPSON® *Preferred*℠

Limited Warranty Program for the

Epson® SureColor® F2000 Series Direct-to-Garment Printer

Toll-Free Phone Number

Priority Technical Support

Security and Peace of Mind

On-Site Repair

Welcome and Congratulations

Congratulations on your purchase of the Epson® SureColor® F2000 Series printer. Your printer is designed to provide consistent high-quality output in the Direct-to-Garment printing environment. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson Preferred℠ Limited Warranty Plan described in this document. This one-year limited warranty plan includes priority toll-free technical phone support and on-site hardware service for your printer.

Should you have a question or experience a problem with your printer, simply call the exclusive Epson Preferred toll-free number and select the technical support option as described in this booklet. Please have your serial number available for the answering technical support specialist. Since it's an exclusive number, your call will be answered promptly.

Please review the information contained in this booklet. You'll find the exclusive Epson Preferred toll-free number you need to take advantage of our Preferred Service. You'll also find our complete terms and conditions for this one-year limited warranty at the end of this booklet, under "Terms and Conditions — Limited Warranty for Commercial Products."

Once again, congratulations and welcome to the Epson Preferred Family.

For Epson Preferred Technical Support

Follow these easy steps to obtain technical support.

Step 1: Have your serial number available:

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Step 2: Call toll-free 888-377-6611. Or call 562-276-1305.

Step 3: Follow the voice prompt instructions.

Step 4: Be prepared to work with the Technical Support Specialist to diagnose the problem.

Operating Hours: Currently Monday through Friday, 6 AM to 6 PM Pacific Time (subject to change)

Terms and Conditions

Limited Warranty for Commercial Products

What Is Covered: Epson America, Inc. (“Epson”) warrants to the first end-user customer that the Epson SureColor F2000 Series printer covered by this limited warranty statement, if purchased and used in the United States, Canada, or Puerto Rico, will conform to the manufacturer’s specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase (proof of purchase required). Epson also warrants that the consumable ink cartridges enclosed with the engine will perform to the manufacturer’s specified usage, which usage may expire before the expiration of the limited warranty for the Epson printer.

What Epson Will Do To Correct Problems: Should your Epson SureColor F2000 Series printer prove defective during the limited warranty period, please call the toll-free Epson Preferred support line identified in this booklet. This line will be answered during Epson’s regular support hours (currently 6:00 AM to 6:00 PM Pacific Time, Monday through Friday - subject to change). When you call, please be prepared to provide the service technician with Proof of Purchase information including the unit serial number and original date of purchase. You may also need to provide proof of purchase if warranty coverage cannot be verified by the serial number. An Epson service technician will work with you to try to resolve the problem, and if your printer needs repair, diagnose the issue and determine what parts may be required. If service is required, the On-Site Response service program will be utilized in almost all cases. The technician will provide

additional instructions about the program at the time this service is being set up. In rare cases, at its sole discretion, Epson may instead elect to exchange the unit. For highlights of the programs, please see “On-Site Response” and “Printer Exchange.” When service involves the exchange of a unit or its parts, the items replaced become the property of Epson. The new items assume the remaining warranty period of the original Product. Parts may be new or remanufactured to Epson standards.

On-Site Response: If the printer needs hardware repair and you are within Epson’s on-site service territory, an Epson Authorized Servicer will be contacted to make the repair at your facility. Epson will usually dispatch repair parts and a technician to your location for the next business day if determination that repair is required occurs prior to 1:00 PM Pacific Time. If that determination is made after 1:00 PM, dispatch will usually be for the second business day. An adult must be available to accept the parts delivery and be present at all times while a technician is on-site. Epson’s shipment of service parts does not imply that replacement is required.

Printer Exchange: Epson may, at its sole discretion, elect to replace a printer that for whatever reason appears to require technical services beyond the capability of field repair. Under these rare circumstances, Epson will replace the printer with the same or a comparable printer refurbished to the Epson standard of quality. (The replacement printer will not include promotional materials, accessories, stands, documentation, manuals, software, or cables.) The customer must be able to receive, unpack, and install the replacement printer, and prepare the defective printer for return shipment by following the procedures described in the user manual or documentation provided by Epson. The repacked defective printer will be picked up by a carrier designated by Epson. If the defective product is not prepared for return within seven business days of receipt of the replacement printer, the customer will be invoiced at the price originally paid for the replacement printer. It is your responsibility to unpack, re-install optional components (platens, etc.), and set up the exchange printer at your location.

What This Warranty Does Not Cover:

This warranty does not cover:

1. Cleaning of ink mist. Some ink mist is normal; proper platen height setting will reduce ink mist. See the Epson SureColor F2000 *User’s Guide* for instructions and cleaning tips.

2. Any damage caused by neglecting or improperly performing user-level maintenance as documented in the Epson SureColor F2000 *User’s Guide*. The user-level maintenance includes the following items:
   a. Clean suction caps (recommended: as needed)
   b. Replace head cleaning set (recommended: when notification appears on front panel)
   c. Replace waste ink bottle (recommended: when notification appears on front panel, or as needed)
   d. Remove, shake and reinsert all installed ink cartridges (recommended: once a day for white, once a month for color cartridges)

e. If you will not use the printer for one month or more, perform Prolonged Storage maintenance operation.

f. Clean platen and platen frame (recommended: as needed)

g. Replace air filter (recommended: as needed)

h. Clean encoder strip (recommended: as needed)

i. If cartridges are cold, let them warm to room temperature before using (recommended: 4 hours or more)

j. Perform Tube Washing - white ink only (recommended: when notification appears on front panel)

k. Do not touch green IC chip on cartridges

l. Store cartridges flat

Note: See the Maintenance section of your *User's Guide* for in-depth maintenance instruction to best maintain your investment.

3. Any damage caused by using non-suitable garments.

4. Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, (for example, dealer or user-added boards, components, or cables).

5. Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, improper packing or shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.

6. Any damage from service performed by other than an Epson Authorized Servicer.

7. Service when the printer is used outside the U.S., Canada, or Puerto Rico.

8. Service where the printer label, logo, rating label, or serial number has been removed.

9. Any damage to used, refurbished, or reconditioned products.

10. Any color change or fading of printed garments, or reimbursement of materials or services required for reprinting.

11. Any damage caused by using improper packaging materials or improper packaging and shipping.

12. Any damage caused by installing the printer next to a heat source or directly in the path of an air vent or air conditioner.

This warranty is not transferable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

Remedies: Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this Agreement. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

In Canada, warranties include both warranties and conditions.

Arbitration, Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, before a single arbitrator, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.

Purchasing Extended Service: the Epson Preferred Plus Plan

The Epson Preferred Limited Warranty Plan offers premium warranty service for one year. We'd like to inform you of the opportunity to continue enjoying Epson service after the end of your warranty through our Preferred Plus Plan — Epson's extended service contract for the Epson SureColor F2000 Series printer. Just purchase the Preferred Plus Plan during the one-year limited warranty period and you'll continue to have access to our toll-free priority technical support line, on-site hardware service for the printer.

One-Year Preferred Plus Option — EPPSCF2KB1
Provides one year of coverage or two on-site service calls, whichever occurs first; in either case the print head will be replaced only once.

If the print head is not replaced during the term of the Preferred Plus Plan and another Preferred Plus Plan is purchased to immediately follow the first plan, then the print head replacement may be carried over from the first plan, for a maximum of two print heads under the second plan. If the initial plan is allowed to lapse before a second plan is purchased, no carry-over from the first plan is permitted.

You may purchase an extended service plan any time during the one-year limited warranty period. You may purchase one additional plan to follow your first plan (for a total of two extended service plans), if each purchase is made during the warranty period or while a service plan is still in

effect. All plans include parts and labor, except as limited above. No renewal of extended service is available after expiration of your second plan.

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